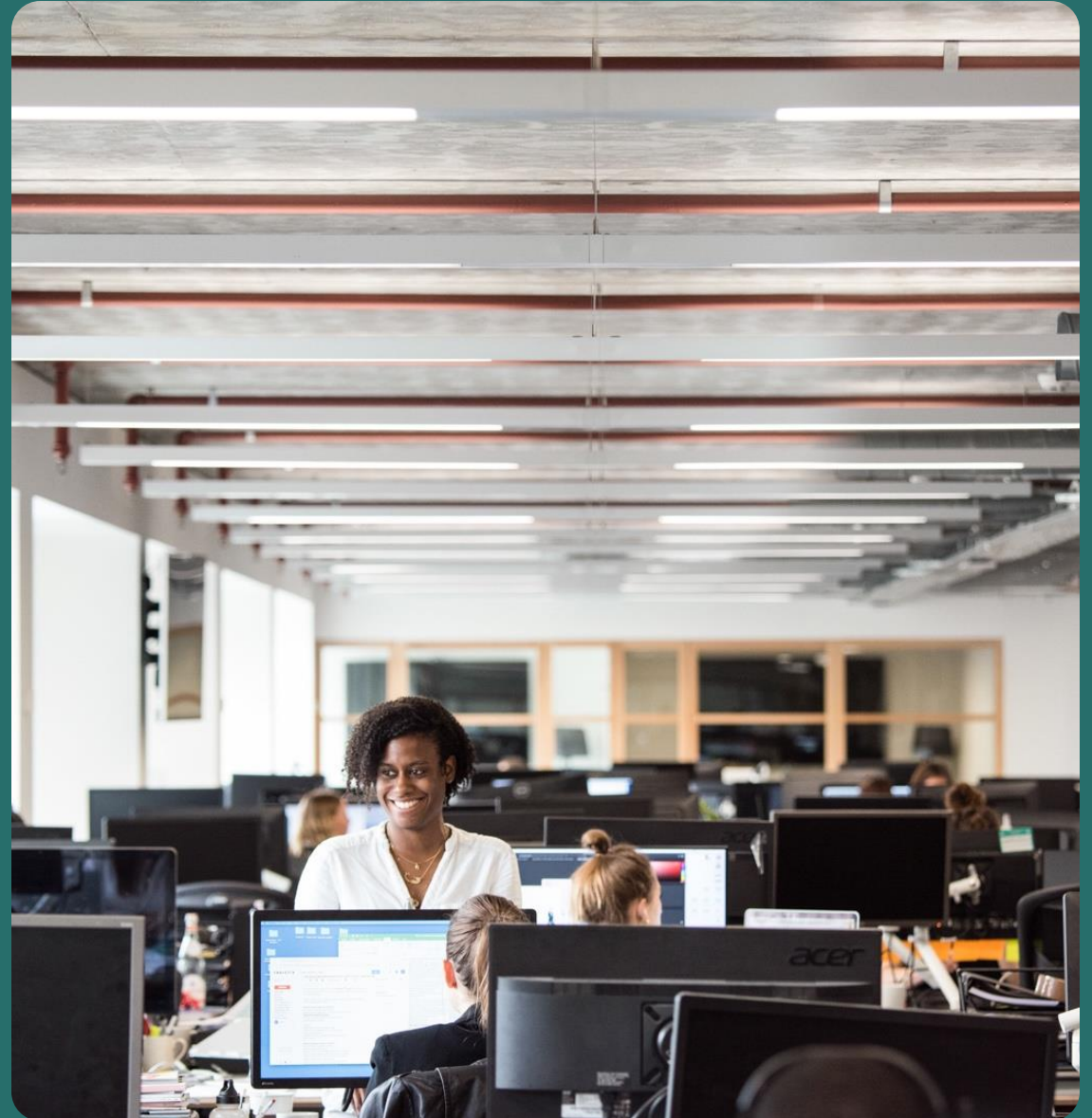




# Billing Workflow with Retainers

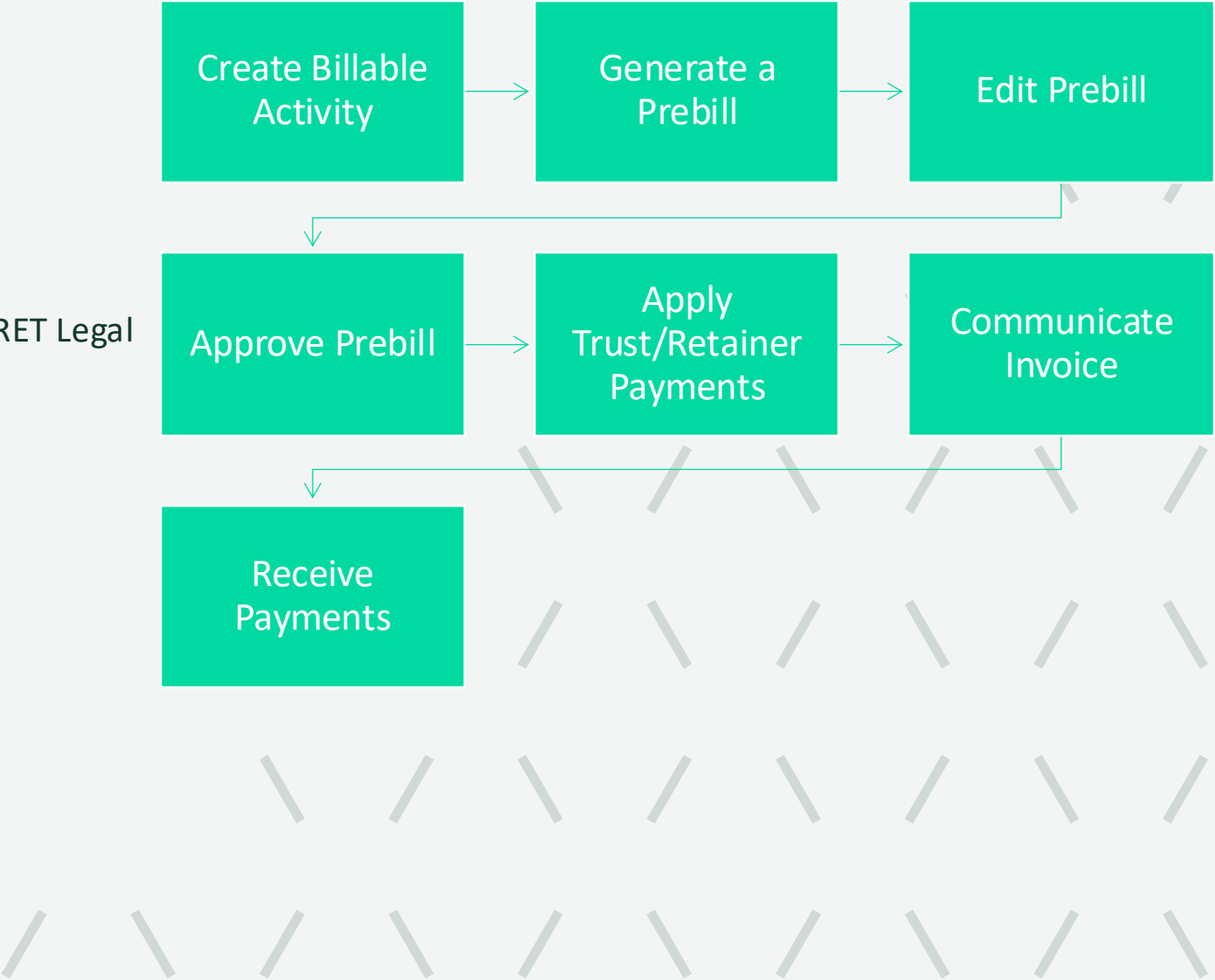
Last Updated 6/1/2024





# Overview

This is a general overview of the billing workflow in CARET Legal when a Retainer is involved.





# Create Billable Activity- Time Entry

## 1. Automatically

- A. Email Composure and Assignment
- B. Phone Call Notes
- C. ZEditor
- D. Calendar Events

## 2. Manually

- A. Quick Add Menu
- B. Time Section
- C. Time/Expense Tab in Matters
- D. Timer Pane
- E. Mobile App
- F. Tasks
- G. Activity Log in Matters



# Create Billable Activity- Flat Fees

1. Time Section in Navigation Pane- Go to Flat Fee Tab and Click + in Green banner
2. Time/Expense Tab in a Matter- Go to Flat Fee Tab and Click + in Green banner
3. Invoice from Scratch- Select Matter to be billed, Click the + in the Line Items banner, select and save Service



# Create Billable Activity- Expenses

1. Time Section in Navigation Pane- Go to Expense Tab and Click + in Green banner
2. Time/Expense Tab in a Matter- Go to Expense Tab and Click + in Green banner
3. Quick Add Menu – Create Soft Cost Expense
4. Vendor Bills- assign expense to Matter(s) for recovery

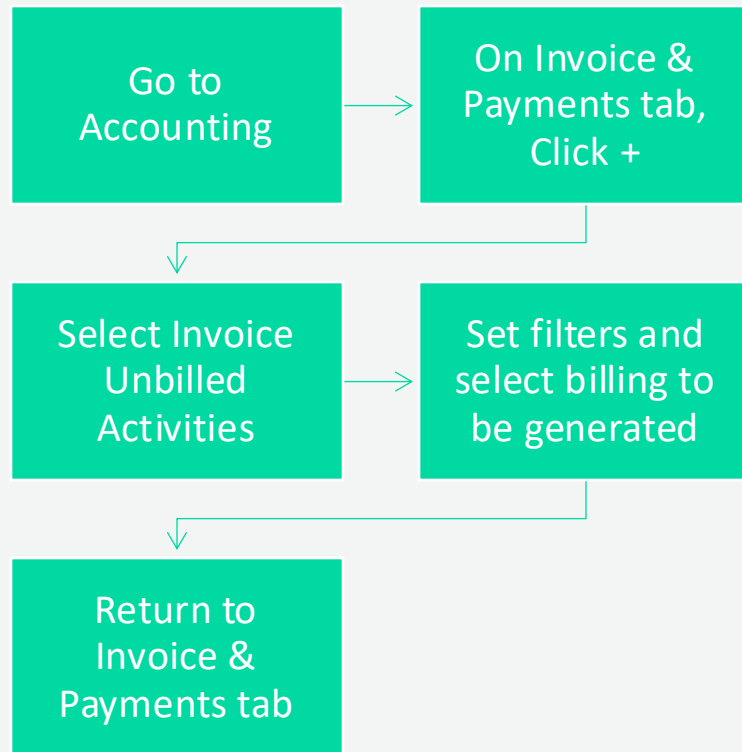
Expenses include:

1. Soft Costs
2. Hard Cost- Check (AP)
3. Hard Cost- Credit Card
4. Vendor Bills
5. Interest

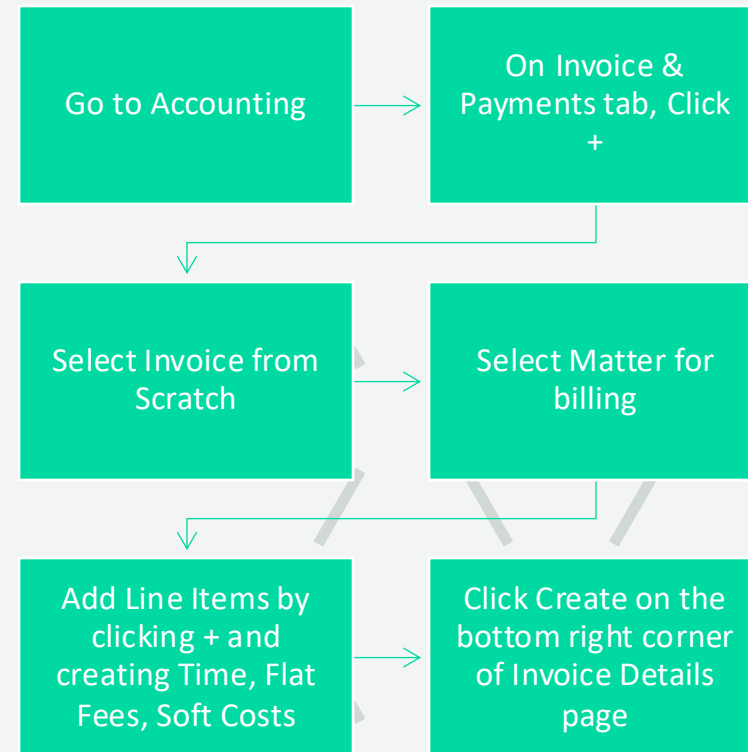
\* Interest is automatically calculated and created when an invoice falls past due.



# Generate a Prebill



OR





# Editing Prebills

Editing Prebills looks different based on each firm’s internal process. In CARET Legal Prebills are remarked as DRAFT invoices. They can be found in Accounting’s Invoice & Payments tab or in a Matter’s Invoice tab. Each draft invoice will offer an edit pencil icon or Edit menu option. Clicking on the invoice number will also bring you to the invoice details page where edits may occur.

\$151,839.55

UNBILLED AMOUNT

\$1,798,701.11

UNPAID INVOICES

Invoices & Payments										Vendors & Bills	Banks & Registers	Reports	🔍								
Last 180 Days										Draft	Pending Approval	Open	Past Due	30 Days Past Due	Paid	Voided	All	View Batch Invoices		Search	T
<input type="checkbox"/>	Invoice No.	Invoice Date	Due In	Client Name	Matter	Total	Balance	Delivery Preference	Sent On	Share Status	Internal Note										
<input type="checkbox"/>	10280	05/29/2024	29	Martinez, Francisco	Martinez, Francisco-Martinez vs. Sunrise Construction Co. 1181.0001	\$11,800.20	\$11,800.20	None	No status yet												
<input type="checkbox"/>	10145	04/26/2024	-4	Newport Scholastic Company	1006-0001-ABC Company Personal Injury	\$250.00	\$250.00	LEDES 1998b	No status yet												
<input type="checkbox"/>	10144	04/26/2024	-4	Liebeck, Stella	1004-0003-Stella Liebeck Personal Injury	\$250.00	\$250.00	Email PDF	No status yet												
<input type="checkbox"/>	10134	04/18/2024	-12	Montgomery, Helen	1136-0005-Helen Montgomery-Custody	\$332.81	\$332.81	Email PDF	No status yet												
<input type="checkbox"/>	10028	02/28/2024	-30	Grossick, Kevin	1088-0001	\$6.66	\$6.66	Email PDF	No status yet												
<input type="checkbox"/>	10027	02/28/2024	-30	Hager, Martin	1087-0001	\$207.99	\$207.99	None	No status yet												
<input type="checkbox"/>	10026	02/28/2024	-30	Darby, Stuart	1054-0001-Revar vs Darby	\$46.29	\$46.29	None	No status yet												
<input type="checkbox"/>	10024	02/28/2024	-30	Jackson, Gemma	1018-0001-Gemma Jackson-Gemma Jackson v. Clay Terrace	\$3.91	\$3.91	None	No status yet												

Edit

Delete

Print

Submit for Approval

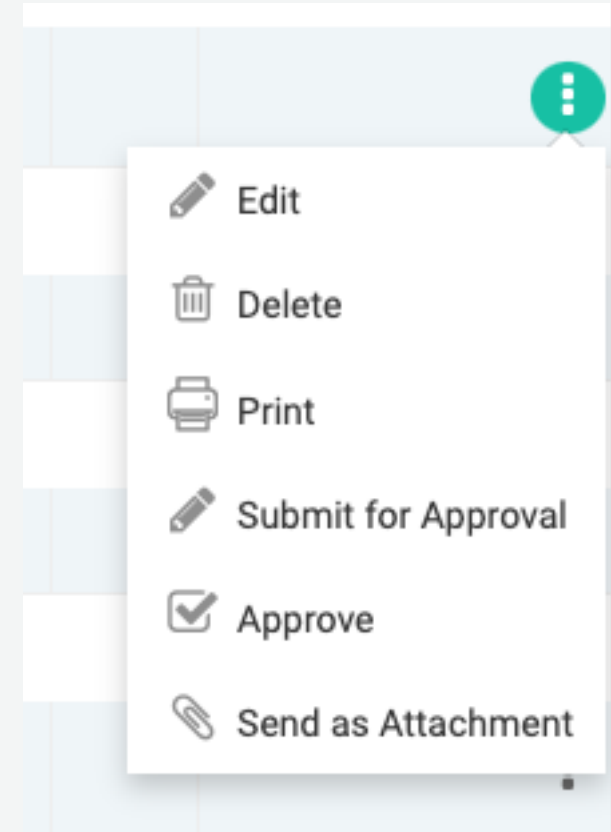
Approve

Send as Attachment



# Approving Prebills

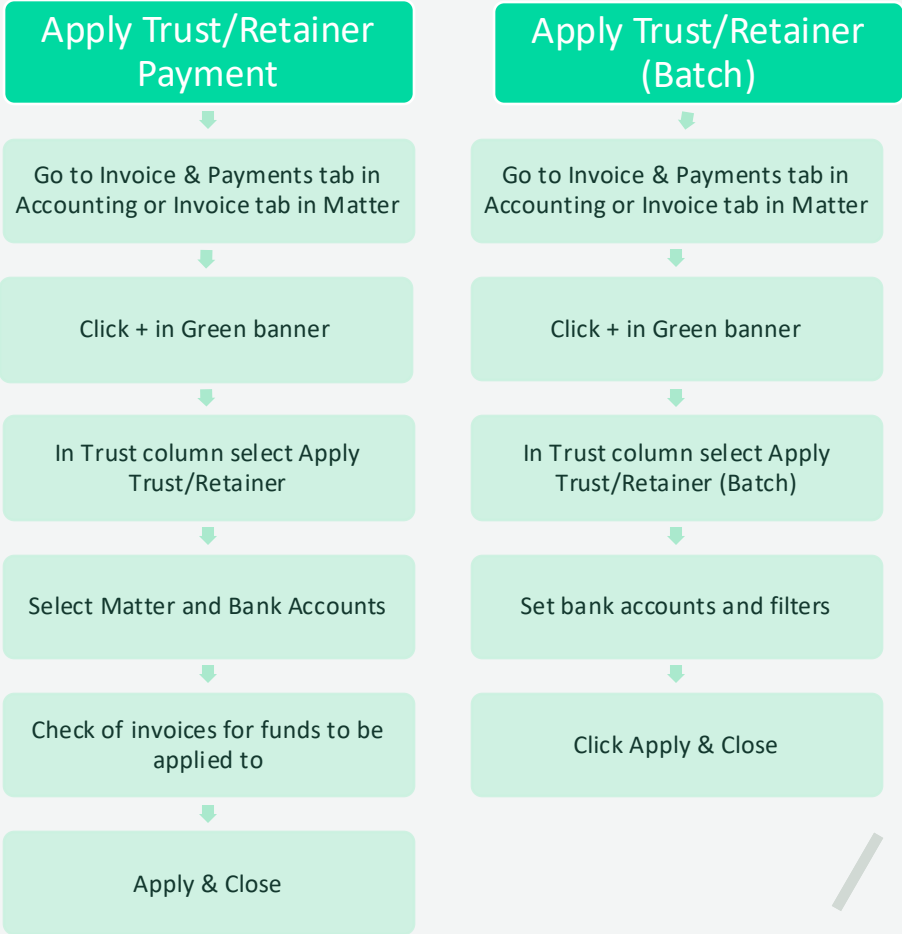
Approving Prebills looks different based on each firm's internal process. In CARET Legal Prebills do not have to be approved and this can be adjusted in Firm Settings. CARET Legal also allows for multiple reviews with options to Submit for Approval and Approve. This action can be taken on an individual invoice and as a bulk action via the Multi-select menu.







# Applying Trust/Retainer Payments





# Communicate Invoices- Bulk Billing Center

The Bulk Billing Center allows Firms to email or Print (Snail Mail) multiple invoices to different billing contacts at the same time. For firms using APX this email will include a secure unique URL for the quick and easy payment by Credit Card or ACH.

Bulk Billing Center

Email

Invoice

04/01/2024- 05/01/2024

8

BULK ACTION

STATEMENT TYPE

DATE RANGE

NO OF STATEMENTS

Select Bulk Action

Email

Print

Select Invoices / Statements

Invoices

Statements of Account

☒ Exclude Invoices that have been previously sent

Select Date Range

Last Month

NEXT >

Bulk Billing Center

Email

Invoice

04/01/2024- 05/01/2024

8

BULK ACTION

STATEMENT TYPE

DATE RANGE

NO OF STATEMENTS

Set Filters

CLIENT INVOICE PREFERENCE

Any

RESPONSIBLE ATTORNEY

Any

PRACTICE AREA

Any

MATTER

Any

CLIENT

Any

BILLING GROUPS

Any

< BACK

NEXT >

Bulk Billing Center

Email

Invoice

04/01/2024- 05/01/2024

8

BULK ACTION

STATEMENT TYPE

DATE RANGE

NO OF STATEMENTS

Review Invoices & Statements

Type	Matter / Client	Ref No	Date	Balance
Invoice	92 - Alana Neuman vs. Mark Neuman 2 aneuman@zolapedia.com	10250	5/1/2024	\$1,006.43
Invoice	1234-0001-Darlene Averill-Averill v. Reynolds daverill@zolapedia.com	10248	5/1/2024	\$133.13
Invoice	1074-0001 hamiltoneliza479@gmail.com	10233	5/1/2024	\$628.63
Invoice	1111-0001-George Shirley-George Shirley gshirley@abacusnext.com	10237	5/1/2024	\$87.38
Invoice	Consolidated eagetcare@gmail.com	10242	5/1/2024	\$1,065.01
Invoice	HH0008-Related Insurance/ w/ Hudson Yards customer@gotowebinar.com	10252	5/1/2024	\$0.00
Invoice	HH0008-Related Insurance/ w/ Hudson Yards	10252	5/1/2024	\$0.00

< BACK

NEXT >

Bulk Billing Center

Email

Invoice

04/01/2024- 05/01/2024

8

BULK ACTION

STATEMENT TYPE

DATE RANGE

NO OF STATEMENTS

Draft Message

SENDING EMAIL ADDRESS

robertdupont

@portwashingtonlaw.com

SUBJECT

Dupont, Goodman & Associates Invoice

BODY

[RecipientName],  
Please see Invoice [InvoiceNo] attached.  
You may also use the following payment link:  
Dupont, Goodman & Associates  
319-234-2242

RECIPIENT NAME

[RecipientName]

PAYMENT LINK

[PaymentLink]

INVOICE NUMBER

[InvoiceNo]

INCLUDE PDF

☒

< BACK


BLAST & CLOSE

CANCEL



# Communicate Invoices- Portal





CARET Legal’s Portal allows for Firms to share Documents and Invoices to Clients and Matter Related Billing Contacts. Recipients will receive email and text message notifications. Firms with APX benefit from secure, quick, and easy payment of invoices by Credit Card and ACH.


 **DUPONT, GOODMAN**  
 & ASSOCIATES


Shared Invoices/Retainers


Invoices shared with you


Total to pay: \$2,116.19


<input checked="" type="checkbox"/>	Invoice/Retainer#	Date	Type	Paid Status	Total	Balance	Print
	10271	05/31/2024	Invoice	Not Paid	\$266.25	\$266.25	
	10274	05/24/2024	Invoice	Not Paid	\$612.70	\$612.70	
	10022	02/28/2024	Invoice	Not Paid	\$618.62	\$618.62	
	10022	02/28/2024	Invoice	Not Paid	\$618.62	\$618.62	
					\$2,116.19	\$2,116.19	





 Send Payment Link


 Share via Portal


 Record Payment

 Edit

 Delete

 Print

 Void

 Send as Attachment



# Communicate Invoices- Email

Invoices can always be sent to Clients and Matter Related Contacts via individual email correspondence. While pre-formatted for clear communication of the invoice the body of the email can be modified. Each email includes a PDF attachment of the invoice.

The screenshot shows an email client window titled "Dupont, Goodman, & Associates, LLC - Payment Request: Invoice#10281". The email is addressed to "Amy K Reynolds [amy@getcares.com]". The body of the email contains a greeting, a reference to a payment request, and a table with details. The table has columns for "Details", "Number", "Issued date", "Due date", and "Amount". The data row shows "10281", "05/30/2024", "06/29/2024", and "\$0.00". Below the table, there is a "Note" section with instructions to click a "PAY NOW" button. The email client interface includes a rich text editor toolbar, a "Send" button, and a "Save as Draft" option. A timer in the top right corner shows "00:00:35".

Details	Number	Issued date	Due date	Amount
	10281	05/30/2024	06/29/2024	\$0.00



# Receive Payments

- Payments can be made directly to an invoice by a CARET Legal User with accounting privileges
- Payment Methods include:
  - CARET Payments (formerly APX) – Credit Card and ACH Payments for Invoices and Payments
  - Cash
  - Check
  - Credit Cards (e.g. Debit, Zelle, Venmo)
  - Wire Transfer



# Still need help? Here are 3 support resources



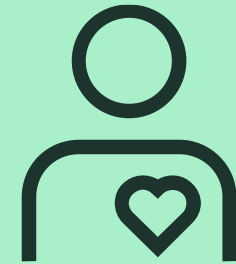
## Help Center

Our robust [Help Center](#) offers Help Articles, Videos, and other resources to aid in completing your firm's billing.



## Video Library

Our Video Library can also be found on our [YouTube Channel](#).



## Training & Support Teams

Our Training and Support Teams are at the ready to help you.

[Training](#) and Support Sessions can be booked.

Support can be reached by [email](#) or [855-965-2360](tel:855-965-2360)

CARET  
Legal

Thank you!

